



## Targeted Support to Enhance Your Operational Safety

Performance Vector delivers complimentary safety-enhancing training and support to USAIG-insured operators of turbine-powered aircraft. We've formed partnerships with the industry leaders in a wide range of safety and human factors support programs, so you can take advantage of the foremost current expertise in aviation safety.

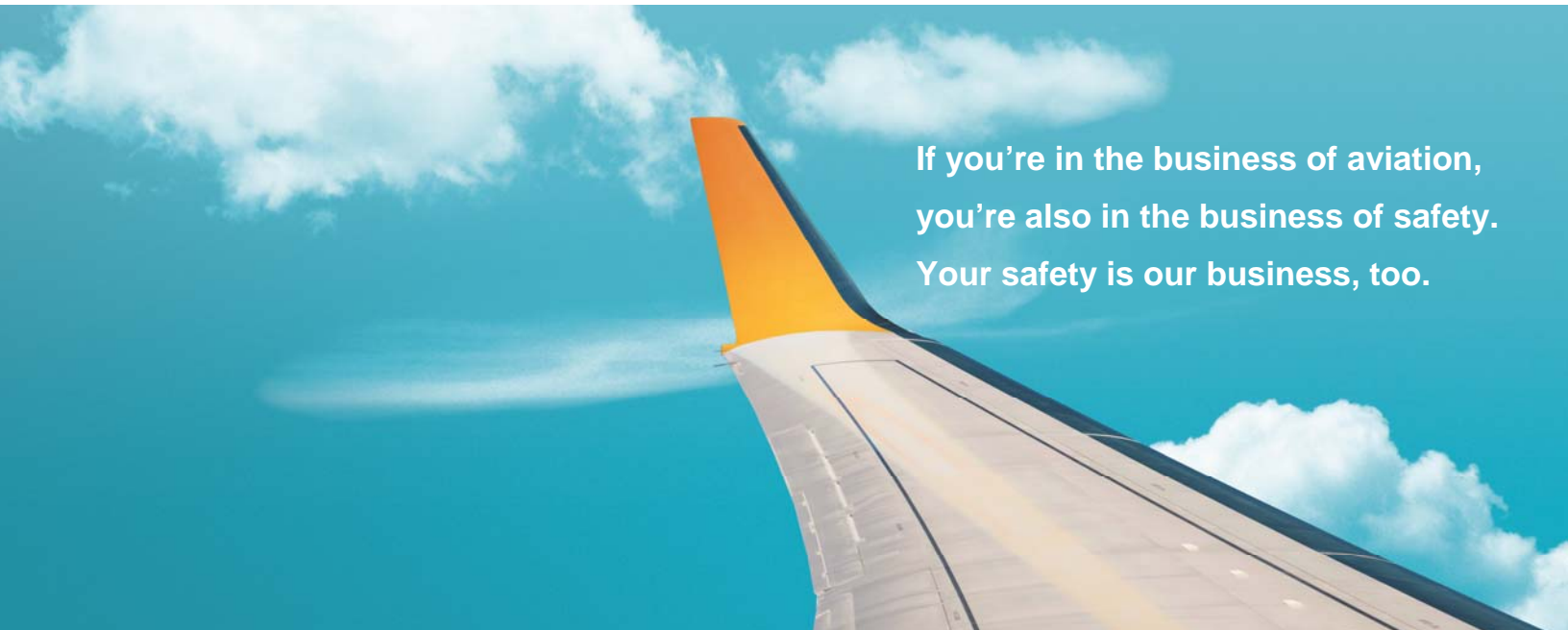
## Performance Vector Refreshes Each Policy Year

We know there's no single answer to every operator's needs. And that those needs change over time. So when you insure a turbine aircraft, you qualify for your choice of one of our Performance Vector safety support packages. And each year you renew, you can choose a new Performance Vector package. In addition, policyholders qualify for discounts on programs from any of our industry-leading safety support partners.

## The Support You Need: Individual, Team or System

Whether you need to bolster or refresh your training for individual flight department members, are looking for training that includes your whole team, or could benefit from assistance with your Safety Management System, we have a program tailor-made for you.

- ▶ Safety-focused training for individual pilots, technicians and other aviation professionals
- ▶ Human-factors webinars appropriate for all or significant portions of your flight department.
- ▶ Tools to enhance systems for optimizing human performance and to drive a positive safety culture.



If you're in the business of aviation,  
you're also in the business of safety.  
Your safety is our business, too.

# Elevating Professionalism and Enhancing Safety at Three Key Levels

## GET STARTED

## CHOOSE YOUR BENEFIT

Hover cursor over any option title in the diagram below to see brief descriptions. (Please view in Adobe Reader for full functionality.)  
The pop-up program descriptions are repeated as text on subsequent pages for those who prefer to print them out.

Eligible policyholders can choose one option annually



### Safety System Options

### Individual-Focused Options

- Mix & Match eLearning Package
- Cabin Emergency Procedures Training
- Upset Prevention & Recovery Training
- Helicopter Safety Bucks

### Team-Focused Options

- Global War on Error Webinar Series
- Safety Culture Webinar Series
- Aviation Maintenance Webinar Series
- Fatigue Policy Review & Team Training

- Safety Management System Tools
- Fatigue Risk Management Tools
- Aviation Safety Action Program (ASAP)
- Preparing for IS-BAO or IS-BAH audit
- Medical Contingency Preparedness
- Pilot Fitness for Duty

## Implementing Your Selection is Easy

Advise your aviation insurance broker or underwriter of your selection and they will coordinate your enrollment through USAIG's Aviation Safety Programs. Need some extra help with questions or concerns while determining your best Performance Vector option? More detailed information on all of these programs is available at [USAIG.com](http://USAIG.com) under the 'Safety' tab. Or contact USAIG Aviation Safety Programs:

**by email:** [safety@usaig.com](mailto:safety@usaig.com)    or    **by phone:** 212-859-3856

**Maximize your benefit. Enhance your safety posture. Enroll today!**

## 'Quick-look' summaries of USAIG Performance Vector Program Options

### Options focused on building Individual Competencies:

1. Build a **mix-and-match package of five e-learning courses**, each assigned to one person for completion on-line at own pace. Available courses include:

21 <sup>st</sup> Century CRM Recurrent	Professionalism for Aviators
Fit4Duty	APS Jet Upset Training Mobile App
Safety 1st Deicing Package	Safety 1st OSHA Package
Safety 1st Customer Service Package	Safety 1st Line Supervisor Package
FSI eLearning Cold Weather Operations	FSI eLearning ALAR/CFIT
FSI eLearning TCAS/ACAS	FSI eLearning TSA Security
FSI eLearning RVSM	FSI eLearning TAWS
FSI eLearning Runway Analysis	FSI eLearning Weather Radar
FSI eLearning Warm Weather Operations	Professional Pilot General Subjects Package
Flight Attendant Online Food Safety Course	Pilot/Flight Tech Online Food Safety Course
Safety 1st Professional Line Service Package (Initial/Recurrent)	
Safety 1st Aircraft operator Self-Fueling Package	
Safety 1st Aircraft Flight Coordinator Package	
Small Unmanned Aircraft System (sUAS) Ground School	
FSI eLearning Automatic Dependent Surveillance – Broadcast (ADS-B)	
FSI eLearning Hazardous Materials/Dangerous Goods (Will-Not-Carry)	
FSI eLearning ICAO Enroute and Terminal Performance-based Navigation (PBN)	
FSI eLearning North Atlantic High Level Airspace (NAT HLA)	
FSI eLearning Safety Management Systems (SMS) for Aviation Professionals	
FSI eLearning Safety Management Systems (SMS) for Managers	
FSI eLearning VNAV Procedures Using MDA as a DA	

2. Send pilots to a 1-day **Pilot Emergency Procedures Course** on managing cabin emergencies. The course is ideal for pilots who operate without flight attendants and must be prepared to self-manage cabin emergencies such as ground evacuation, water evacuation post-ditching, cabin fire and smoke situations, and slow-onset hypoxia. Attend in Dallas TX, Morristown NJ or Long Beach CA. Selecting this option covers tuition for one or two trainees. Travel and lodging are not covered.

3. Send a pilot to a 2-day/3-flight **Basic Upset Prevention and Recovery Training (UPRT)** Course with Aviation Performance Solutions in Phoenix AZ or Dallas TX. Selecting this option covers tuition for one pilot for the basic 3-flight UPRT course. If the policyholder opts to upgrade to a more advanced course or is already using a different APS course as an element of a broader training program, the Performance Vector basic course tuition can be applied toward any alternative APS course to reduce its cost. Travel and lodging are not covered.

4. **For policyholders that operate helicopters**, this Performance Vector benefit can be used to receive a \$2500 training credit with most major manufacturer-approved training centers for pilot simulator-based training or helicopter maintenance technician training.

## **Options focused on enhancing team performance:**

5. Group tuition can be covered to have up to 50 employees participate in an 8-session **Global War on Error® webinar series**. This program grew from the question: “Why do smart, highly trained people continue to make dumb mistakes? Topics include: Professional Discipline and the advantages of a compliance culture; recognizing rogue operators; importance of mutual support and effective communication among teams; habit patterns that enhance situational awareness and counter the top ten Error Producing Conditions (EPCs); dealing with hazardous attitudes and psychological pitfalls; the principles of workload management, leadership, decision making, and conflict resolution. Once each round of the series begins, sessions air live via web about every 3 weeks and run about 45 minutes each. All participants receive 60-day links to session recordings after each live broadcast. This provides maximum flexibility to coordinate group training or have people watch on a different schedule if needed.
  
6. Group tuition can be covered to have up to 50 employees participate in a 4-session **21<sup>st</sup> Century Safety Culture webinar series**. Topics include defining a Safety Culture and what makes it successful; effective communications; the roles of Safety Manager and Safety Committee and how they fit into the operation; individual roles and obligations within a proactive SMS; identifying and implementing Level IV Professionalism; and how Empowered Accountability and Individual Responsibility affect an organization's culture. Once each round of the series begins, sessions air live via web about every 3 weeks and run about 45 minutes each. All participants receive 60-day links to session recordings after each live broadcast. This provides maximum flexibility to coordinate group training or have people watch on a different schedule if needed. An on-line safety culture survey given before the webinar sessions commence helps organizations pinpoint focal points for improving their safety culture through the series.
  
7. Group tuition can be covered to have up to 50 employees participate in the **Aviation Maintenance Never Events webinar series**. This 4-session course is for aviation maintenance technicians and explores the most common human factors errors that should “never occur” in aviation maintenance. Those include: improper aircraft movement; wrong fluids, wrong part, wrong person, lost tools, and unsecured panels. The course advances strategies to minimize human error in your maintenance operations. Once each round of the series begins, sessions air live via web about every 3 weeks and run about 60 minutes each. All participants receive 60- day links to session recordings after each live broadcast. This provides maximum flexibility to coordinate group training or have people watch on a different schedule if needed. Successful completion of this course and all tests results in 4-hours of IA Renewal credit.
  
8. **Baseline your fatigue management policies and practices:** Collect and send in copies of your existing fatigue management and crew rest policies (extracted from wherever they exist in your manuals and doctrine) and our service provider’s fatigue experts will confidentially review them for conformity with best practices and ease of understanding. You’ll gain feedback from a trusted, independent source of fatigue management expertise to help you optimize your policies. After the policy review is completed, Pulsar Informatics will coordinate with you to schedule a webinar training session for your employees. The session will cover the vital fatigue awareness topics all aviation personnel should know and periodically review. Your employees will benefit from gaining a broad understanding of fatigue management issues and be up to speed on the steps they can take to optimize their readiness and lower the risk of fatigue-related incidents.

## **Options focused on advancing safety systems:**

9. A **PRISM Pro SMS subscription** provides a comprehensive suite of web-enabled tools and online resources to administer an SMS including a Flight Risk Assessment Tool, Hazard Reporting, Internal Evaluation Program, Organizational Risk Assessment Tool (suitable for addressing change management or complex issues), and a training tracker. New subscribers can receive the first 12 month PRISM Pro subscription at no cost. For returning subscribers that select this option, USAIG pays \$2500 toward annual subscription renewal, which leaves about \$4500 owed by the operator annually to sustain a Pro subscription (can vary depending on options elected with service provider). Alternatively, policyholders can choose a subscription to **PRISM Essential SMS** which supports a basic, primarily paper-based approach to safety management without a need for more advanced web-enabled resources. PRISM Essential delivers a monthly stream of self-audit checklists and supporting material to aid in managing a basic SMS and its annual cost can be fully covered if it is selected as the Performance Vector benefit.

10. The **Fleet Insight Fatigue Risk Management package** includes dual subscriptions to Fleet Insight (a web app that interfaces with scheduling software to map fatigue risk factors across flying schedules) and its companion mobile app Fatigue Meter (a personal fatigue monitoring tool). The package includes provision for up to five users. Additional user accounts can be added for a nominal fee. New subscribers receive the first 12 month subscription at no cost. For returning subscribers that select this option, USAIG pays \$2500 toward annual subscription renewal and the service provider bills the remainder to the operator.

11. The **Air Charter Safety Foundation's Aviation Safety Action Program (ASAP)** provides a robust process to collect, analyze, and propose corrective action for employee-reported safety reports. Participation supports a positive safety culture through a non-punitive, informationally secure context established by a governing agreement entered between participants, ACSF and the FAA. Policyholders with 25 or fewer employees and/or fleets up to 6 total aircraft that select this option can have their annual ACSF membership dues plus ASAP administrative fee covered by USAIG. Larger policyholder organizations can use this offer, but must self-address their ACSF membership dues and USAIG will cover the annual ASAP admin fee.

12. Choose any two of the following three assisting elements to aid **preparation for IS-BAO or IS-BAH** audit: a) original purchase of the IS-BAO (or IS-BAH) standard for the operator; b) provision of SMSLift (a self-administered course to bolster employee SMS engagement) or; c) paid tuition for one attendee at an IS-BAO or IS-BAH workshop as a non-accredited attendee (travel and lodging are not covered). Policyholder can opt to have tuition paid for two workshop attendees as their "two" selections within this offer.

13. A subscription to **Aircare Access tele-medicine and mission support service** enables the user to access medical emergency decision support through a 24/7/365 emergency call center linked to George Washington University's emergency medicine complex. Subscribers can also send employees at no cost to AHA Emergency First Responder, CPR and AED certification courses held at various US locations by the service provider (travel and lodging not covered). New subscribers receive the first 12 month subscription and enrollment of their prime (first) aircraft at no cost. (Charges for adding additional aircraft to the subscription are the policyholder's responsibility.) For returning subscribers that select this option, USAIG will contribute \$2500 toward subscription renewal fees to sustain the service.

14. Annual enrollment in **Mayo Clinic ProPilot Program**. USAIG will pay the annual fee to enroll up to 10 pilots, which enables Mayo Clinic to function as your flight department's out-of-house medical director for pilot medical readiness. Each pilot receives an annual flight physical exam at Mayo Clinic in Rochester MN (travel expense not included). Mayo Clinic ProPilot experts manage enrolled pilots' medical records, assist with needed medical certification interactions with the FAA, recommend proactive measures to enable long and productive flying careers, and are the 'go-to' source for advice and recommendations if a medical condition potentially affecting certification arises.